

# MT DISASTER AND EMERGENCY PLAN

## VOLUME III

### DONATIONS MANAGEMENT

#### **Section III:**    *Concept of Operations*

The IAO, SECC, MT VOAD and the pre-appointed DCO, will monitor the need for implementing the Donations Management Plan. Upon implementation, the DCO will:

- Establish a toll-free Donations Hotline and ensure that it is advertised through the State Public Information Officer Network,
- Procure the facilities and logistical needs for the call-center
- Activate the database used for tracking donations
- Staff the call-center and
- Coordinate any necessary just-in-time training for call center operators with the IAO.

A more specific outline of the DCO duties are found in Tab I.

The State Donations Hotline shall be only for information gathering, recording and referral purposes. Its operators shall not serve as coordinators between donors and recipients. All incoming calls will be handled using the same script (see Tab II). Callers who wish to donate cash will be instructed to contact the voluntary organization of their choice; only those not wanting to donate to voluntary organization, will be referred to the State Individual Assistance Fund. The DCO will resource offered donations through the SECC Logistics Section Chief and the MTVOAD liaison.

Emergent volunteers who call the hotline will be instructed to affiliate with a MTVOAD agency or report to the volunteer staging area in the affected locale should one be activated. Unaffiliated volunteers will be strongly urged not to go directly to any disaster site. Such activity could result in injury, or impede search, rescue, response or recovery operations.

Based on the size of the incident and the capability of the state to handle the situation, there may be a need to formalize agreements with the MTVOAD and the Adventist Community Services for additional coordination. A copy of the draft agreements to be used as the boiler plate for the final are found in Tab III. Additional assistance from emergency management personnel with experience in managing a donations operation may be requested by the IAO through the SECC using the authority of the Emergency Management Assistance Compact

***Phase I:*** State of Montana DCO will coordinate offers of solicited donations with MTVOAD liaison and the SECC Logistics Section Chief. If a donor's donation is needed, the DCO will contact the donor and inform them how and where to ship the donated goods offered. Unsolicited donations will be stored by the DPHHS warehouse

personnel in a location separate from the donated goods, until which time affiliated volunteers can determine proper distribution or disposal.

***Phase 2:*** MT VOAD will initiate formation of the Resource Coordination Team (formerly Unmet Needs Committee).

***Phase 3:*** All warehousing will take place at the current DPHHS facility. Should the disaster escalate to a level beyond the state's management capability, the State of Montana may engage Adventist Community Services (ACS) to perform warehouse management in accordance with a Memorandum of Understanding executed between the two entities. (See Tab III).

Additional assistance may be requested through the Emergency Management Assistance Compact

The Donations Management operation will continue until such time that the IAO, MTVOAD and DCO agree the service is no longer needed.